

# Detroit Water and Sewerage Department

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## Meeting Agenda - Final

Tuesday, January 8, 2019

2:30 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

**Customer Service Committee**

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES

*December 5, 2018*

5. PUBLIC PARTICIPATION
6. COMMUNICATIONS
7. UNFINISHED BUSINESS

*New Service Administrative Policy (18-0095)*

8. NEW BUSINESS
  - A. 19-0013 Customer Service Metrics  
*Attachments:* [Metrics-12.31](#)
  - B. 19-0014 Planning Calendar Analytics  
*Sponsors:* Customer Service/Meter Operations  
*Attachments:* [Customer Service Analytics](#)
  - C. Revised Planning Calendar for 2nd Half of FY2019 (17-0127)
9. OTHER MATTERS
10. NEXT MEETING  
*February 6, 2019*
11. ADJOURNMENT